

## Section VI Police Activity

### Department Policy #6.17

#### E911 Response

- I. Purpose: Provides Emergency Service for public/officer safety.
- II. Policy: Department Personnel will understand the use and procedures of the Enhanced 911 System.
- III. The Order:
  - A. When a 911 call is received, personnel will follow these guidelines:
    1. Complete the call by pushing in the button on the activated line. Screen will display caller information. For Text to 911, generate a CAD sheet and enter call information.
    2. Answer the call "911 what is your emergency"
    3. Obtain necessary information and any medical problems promptly.
    4. Verify information on screen and get directions to the location if unavailable on screen. Keep the subject on the telephone if necessary. Verify information for Text to 911. The nature of the complaint and the location must be collected by the dispatcher.
    5. Dispatch appropriate agency: Police/Fire or Ambulance and advise them of the incident.
    6. Text a confirmation to the complainant for Text to 911 to confirm that you are sending the appropriate emergency responder.
    7. Terminate the call when possible and print the information.
    8. When you receive an incomplete call, telephone the location and see if there is a problem, or when receiving a call from a small child and you are unable to speak with a responsible party, dispatch an officer or officers reference both type of calls.
    9. You may receive a Text to 911 by mistake. Call or test the phone number and ask if there is an emergency.
    10. Update the "call information" on the screen, and if there are any changes in the information provided on the screen fill out the appropriate form and forward to the 911 coordinator at Tippecanoe Co. Sheriff's Department.

Issue Date

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Revision Number: Date

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By Order of the Chief:

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